QATAR AIRWAYS
Ancillary Services – Annexure 1

AL MAHA Services
EMD Issuance

Guidelines for Travel Partners'

VIP Handling

Warm Meet & Greet

Smooth clearance

Al Maha Lounges

Al Maha check-in counters

Reach your destination seamlessly

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1. AL MAHA Meet & Assist services

AL MAHA Services is an all-exclusive experience that personalises your departure, arrival and transit journey to/from Hamad International Airport. Through our warm hospitality, we can make your trip easy and effortless by taking care of all the formalities, whether you are departing, arriving or transiting in Doha.

As part of AL MAHA services sales integration to Qatar Airways Sales platform these products are now enabled using ancillary functionalities using below service codes

AL MAHA Meet & Assist Products	Service code for passenger journey with Doha as		
	Transit	Arrival	Departure
Gold Services (Meet & Assist)	GTRN	GARR	GDEP
Platinum services (Meet & Assist+ Lounge access)	PTRN	PARR	PDEP
Fast Track Departure	-	-	FDEP
AL Maha Lounge Access	AMTR	-	-

2. How to Book

STEP 1 - Add relevant service code to the Arrival flight segment if passenger journey into Doha is Transit / Arrival. For Doha Departure passengers please book your service to Departure flight segment.

STEP 2 - System will respond with service confirmation from Qatar Airways AL MAHA & Lounge inventory system within 3 minutes.

STEP 3 – Issue the EMD-A using your GDS entries. EMD-A will be automatically associated to the ticket.

AMS Booking process	Time to Flight Departure	Booking Status	Remarks
AL Maha services Booked through GDS using Ancillary Catalogue	Anytime up to 24 hrs. prior to departure	Service confirmation within 3 minutes of booking subject to availability	Confirmed service codes without supporting EMD is auto cancelled
	Within 24 hrs. of departure	Auto rejection as Service Not available for booking	Contact QR offices for any last minute booking possibilities

3. Automated Issuance Limit (AIL)

Automated Issuance Limit – (AIL) applies for all Chargeable service codes. The objective of AIL is to notify the issuing office about the time limit of confirmation and release the unpaid services from the PNR if it is not materialised within the specific time. Below is an example of AIL in a PNR.

4. Change / Cancellations –

Refer to below table for more information on ALMAHA services exchange/cancellation details for voluntary scenarios

AMS Booking Changes /Cancellation Scenarios	Time to Flight Departure	Penalties	EMD Conditions
Date Change/Reissue	Anytime up to 24 hrs. – Re-book the Service code	Permitted Free of Charge	EMD has to be re-issued with new date
	Within 24 hrs. – Re – booking Not permitted	Changes Not Permitted, EMD will be forfeited	Non-Refundable, Amount will be forfeited
Cancellation & Refund	Anytime from booking	NON–Refundable	EMD is Non-Refundable

NOTE: - For flight disruptions resulting in service not delivered, Booking office must contact nearest QR offices

5. Frequently Asked Questions (FAQ)

Q. What is the distinction between Gold Arrival and Platinum Arrival?

Platinum Arrival Service: customer(s) must identify themselves to the Al Maha Service Hostess who will meet guest near the end of aerobridge/corridor with a personalized name board. Alternatively, if the airline will park in remote bays, the guest will be met at the bottom of the stairs of the aircraft. Customer(s) will be escorted to the Al Maha Airside Arrival Lounge, Assistance with immigration formalities, porter services at the baggage reclaim area and finally escorted until the exit area.

Gold Arrival Service: customer(s) are requested to report directly to the Al Maha Airside Arrival Lounge. Otherwise, this booking will be forfeited and no refund will be applicable. All other services same as Platinum Arrival.

**Al Maha Arrivals Lounge - Airside is located at the extreme right prior immigration counters.

Q. What is the distinction between Gold Transit and Platinum Transit?

Platinum Transit Service: - customer(s) must identify themselves to the Al Maha Service Hostess who will meet guest near the end of aerobridge/corridor with a personalized name board. Alternatively, if the airline will park in remote bays, the guest will be met at the bottom of the stairs of the aircraft. Assistance with Transit formalities, access to the Al Maha Transit Lounge and will then is escorted to the boarding gate upon Departure.

Gold Transit Service - customer(s) must identify themselves to the Al Maha Service Hostess who will meet guest near the end of aerobridge/corridor with a personalized name- board. Assistance with transit formalities and will be escorted to the boarding gate upon Departure. **(NO ACCESS TO AL MAHA TRANSIT LOUNGE)**

Q. What is the distinction between Gold Departure and Platinum Departure?

Gold Departure - customer(s) is assisted until the boarding gate only. (**NO ACCESS TO AL**

MAHA LOUNGE)

Platinum Departure(s) - Al Maha Transit Lounge access (6hrs) is included and customer is assisted until the aircraft.

Q. For Departure services, when and where will Al Maha meet the customer?

Customers' booked for departure services will be met (with a name board) at the departure hall (red carpet) in front of 1st and business class check-in. However client is requested to contact Al Maha before he reaches the HIA airport at least 20 – 30 minutes in advance on the contacts below:-

> **Al Maha Services - +974 4010 5831 / +974 4010 5832 / +974 4010 5834 / +974 4010 5835**
> **E-Mail: almahaservices@qatarairways.com.qa**

Q. What will be the service procedure if customer (eligible for visa upon arrival) booked for the transit service will request to go into the country if stopover is within 24 Hrs?

Customer will be served as a gold arrival and gold departure service. Customer is requested to contact Al Maha Services operations teams before he reaches the airport for the connecting flight.

Q. Is Al Maha one on one service?

-**1 single booking / flight** – 1 hostess up to 5 passengers and with every additional 5 passengers, 1 hostess will be availed.
- **2 separate bookings / flight** - 1 hostess per booking.

5.1 FAQ – AMS Products add-ons

Q**. Can Al Maha Services guarantee multilingual speaker?**
The standard language is English language. There will be no assurance that Al Maha Services can provide multilingual speaking staff on the day of Meet and Assist.

Q. Can Al Maha Services ensure wheel chair or baby stroller?
Wheel chairs needs to be coordinated with the Airline directly. Baby strollers are subject to availability.

Q. Is a porter service available for carriage of hand luggage within the transit zone?

> **For Departure service** – currently, porterage service will be provided from the car until check-in counters only.
> **For Arrival Services** - currently, porterage service will be provided from luggage area to the receiving party.

Q. Are the visas upon arrival included in the package?

No. If passenger is eligible for Visa on Arrival, visa charge has to be paid by the customer on the spot. Issuance of the Visa is subject to MOI approvals.

5.2   FAQ - ALMAHA Lounge Products

Q. How can I book Al Maha Lounge separately?

Al Maha Transit Lounge **(AMTR)** can be pre-booked for any customer(s) who is transiting via DOH Hamad International Airport (HIA) and Fast Track Departure Lounge **(FDEP)** for customer(s) having departure from Doha. All confirmed Service Codes (AMTR, FDEP) requires an EMD-A associated to the tickets.

Q. What is the maximum stay permitted in Al Maha Lounges?
Maximum stay is up to 6 hours. However, Customers can extend their stay for additional 6/12 hrs by paying on the spot.

Q. Is there any place for sleeping in Al Maha Lounges?
There is no space for sleeping in the lounge. However, there are quiet rooms available at the airport.

Q. Can I pre-book family room in Al Maha Lounges?
Family rooms cannot be pre-booked.

5.3   FAQ- AMS booking procedure, policy

Q. Is it possible to book the Al Maha Service within 24 hrs of flight departure?

As a policy Al Maha services are not bookable within 24 Hrs of Flight departures. Within the 24 hrs service request is subject to last minute manual confirmations from AL MAHA services operation team. Such scenarios, you may liaise with your nearest QR office to co-ordinate with Al Maha Services operations team to have a last minute booking and service confirmations. Once AMS team provides a confirmation you can proceed with the EMD issuance through your respective booking offices.

Q. What if ticket is issued on OAL stock? Can Al Maha Service be booked on Other Airline tickets?

If ticket is issued on OAL stock, whether on direct QR flights or code shares we will not be able to book an AMS Ancillary EMD. Service is valid only on QR 157 document with QR as operational flights.

Q. Can I book an Arrival / Departure service for a transfer passenger?

For Transfer passengers, you will get confirmation for Arrival & Departure services only if the passenger is having a transfer time beyond 24 Hours in Doha. For any requirement for less than 24 hours transfer time, must be coordinated through QR offices to ensure AMS operations teams are aware that service has to be delivered at Arrival / Departure points instead of Transfer

Q. What is the procedure for changes / cancellation on existing Al Maha service booking? Can I refund the service after purchase?

Changes are permitted up to 24 hours prior to departure of flight, Once purchased, service is NON refundable, below table illustrates the Change & Cancellation conditions.

AMS Booking Changes /Cancellation Scenarios	Time to Flight Departure	Penalties	EMD Conditions

	Anytime up to 24 hrs. – Re-book the Service code	Permitted Free of Charge	EMD has to be re-issued with new date
Date Change/Reissue	Within 24 hrs. – Re – booking Not permitted	Changes Not Permitted, EMD will be forfeited	Non-Refundable, Amount will be forfeited
Cancellation & Refund	Anytime from booking	NON – Refundable	EMD is Non-Refundable

Q. Does Automated Issuance Limit (AIL) apply for AL MAHA services products?

Yes, Automated Issuance Limit – (AIL) applies for all Chargeable service codes for AMS Products with confirmed status are supported with AIL functionality. The objective of AIL is to notify the issuing office about the time limit of confirmation and release any unpaid services from the PNR if not materialized within the specific time. Below is an example of AIL in a PNR.

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--- TST RLR MSC ---
RP/DOHQR0133/DOHQR0133          PI/RC   9MAY16/0458Z    YLNCX6
  1.ALPHA/ONE MR
  2   QR 807 B 19MAY 4 NRTDOH HK1      2   2220 0405+1 *1A/E*
  3   QR 011 B 20MAY 5 DOHLHR HK1          0545 1110   *1A/E*
  4 AP DOH +974-44496207 - QATAR AIRWAYS TARIFF - A
  5 TK OK09MAY/DOHQR0133//ETQR
  6 /SSR PTRN QR HN1/S2
  7 OPN-08MAY:1658/1C14/QR REQUIRES DOCUMENT ON OR BEFORE
        09MAY:1658/E6
  8 OPC-09MAY:1658/1C16/QR CANCELLATION DUE TO NO DOCUMENT/E6
  9 FA PAX 157-2302005962/ETQR/QARG120.00/09MAY16/DOHQR0133/G582
        2746/S2-3
 10 FB PAX 0900000472 TTP/RT OK ETICKET/S2-3
 11 FE PAX NON END/CHNG PENALTIES AS PER RULE/S2-3
 12 FP CASH
 13 FV PAX QR/S2-3
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Q. What is the infant and child policy for AMS Product?

Infant (Age 0-2) permitted free of charge, Child (age between 2-12) = 50% discount, Adult rates applies for age above 12 years

Q. In case passenger type change, after the commencement of the journey, shall we book the AMS as per the actual passenger type, or as per passenger type code (PTC) on ticket?

In this case, following the current ticketing policy, the PTC will change and the ticket has to be reissued to the actual PTC, the new charge of AMS has to be applied in accordance to the passenger type code.

Q. Are UMNR/ YP/ MEDA/ Wheelchair passengers eligible for this service?

UMNR – eligible, however as they do not have guardians we charge full rate (adult rate). Auto confirmation is not permitted on UMNR passengers. Booking office has to contact QR offices for confirmation.
YP, and MEDA – Eligible
Wheelchair – it's subject of confirmation from airline first.

Q. How many days in advance do I have to book AL MAHA Services?

You can book the service anytime up to 24 hours prior to the departure of flight. You will receive immediate confirmation subject to inventory availability. If you book less than 24 hours before departure of flight, you need to co-ordinate with QR offices to receive a last minute service confirmation to proceed with EMD issuances.

Q. Will my booking be confirmed immediately?

Yes, only if booked 24 hours or more in advance of flight departure. Booking confirmation is mandatory for EMD issuance.

Q. What happens if Service is re-booked and confirmed as part of Change scenario and EMD is not Re-issued?

Service will be cancelled automatically since EMD is not re-issued and associated to the ticket. As a result service will NOT be delivered. In order to avoid any customer mishandling please ensure all your service segment are associated to the e-tickets

Please contact your nearest QR offices for any further information required on Qatar Airways Ancillary products.